



U.S. COAST GUARD



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Quick Links

Human Resources Home

Be a Part of the Coast Guard:

- »»Military Careers
- »»Civilian Opportunities
- »»Learn about the Reserve
- »»Coast Guard Academy

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»»Biography of the Assistant Commandant for Human Resources

Future Force

Contact Us

Other Links

Department of Homeland Security (DHS)

Department of Transportation (DOT)

Coast Guard Retirees

Coast Guard News and Information

Military Locator

CIVILIAN PERSONNEL PAYROLL SERVICES UPDATE

his Flag Voice provides an update to our ongoing efforts to correct several problems associated with the conversion of our civilian payroll services to the National Finance Center (NFC). It also answers some commonly asked questions we continue to receive.

The Office of Civilian Personnel (CG-121) has established a special purpose "Tiger Team" tasked to identify, investigate, and correct outstanding data conversion problems. The team's goal is to have all corrections completed within 60 days. We are also contacting each affected employee personally to assure them that we are working to correct their problem.

This is a list of recently corrected account issues:

- Compensatory (COMP) Time – About 100 employees did not have their comp time balances transfer over to the NFC. The CG-121 staff verified the correct balances from the legacy system and all records have been updated.
- WebTA recorded negative sick and annual leave balances as positive balances. All required corrections have been completed.
- Balances for Time-Off Awards - About a dozen Time-Off Award balances did not transfer. The affected records have been corrected.
- Lump Sum Annual Leave Pay Outs – NFC had not processed lump sum annual leave payments. We had about 200 separated employees due payments. Nearly all of these cases had checks issued during the week of 19 Dec 2005. The remaining personnel will have checks issued during the week of 2 Jan 2006.

This is a list of items we are currently addressing:

- Civilian Reservists' Military Leave Balances did not transfer over to the NFC System. The CG-121 staff is working to resolve this issue within the next two pay periods.
- Third Party Garnishment Deductions – Payments for child support, alimony, and other court ordered garnishments for about 170 employees did not transfer. We notified affected employees and have resolved all but 7 cases. The remaining cases involve coordination with state, county, and other garnishment management agents. We expect these cases to be resolved by mid-January 2006.
- Mutual Assistance Contributions and Loan Repayments – This is a new service for the NFC. All Mutual Assistance contributions are being inadvertently identified as union dues on the LES. We are working with the NFC to correctly identify these as Mutual Assistance contributions. Also

some other indebtedness cases are being converted as Mutual Assistance loan payments. The Mutual Assistance staff is working closely with CG-121, NFC and the CG FINCEN to get these payments to the correct accounts.

- There are approximately 200 other individual issues that will require more research. They include over payments, retroactive personnel actions, union dues payments, health benefits, service computation date adjustments, and TSP issues. We are contacting each employee affected to resolve their issue as quickly as possible. We intend to work on circumstances that affect health care deductions and TSP related issues first since these could have significant impact on employees' health and financial planning.

Although most of the leave balance issues that occurred as a result of the conversion are resolved, there may still be lingering time card issues from the IPPS system. If anyone still needs corrections to time cards covering any pay period prior to conversion, please send an e-mail to Ms. Jane Kissinger with name, SSN, and a detailed description of the problem.

NFC, FAA and CG-121 are gearing up to issue W-2s. A recent ALCGCIV generated over 300 requests to FAA to update W-2 mailing addresses. All our civilian employees should verify and update their home addresses on record with NFC through MyEPP to make sure their W-2s will be mailed to the correct address.

CG-121 will provide bi-weekly progress reports through servicing Command Staff Advisors and HR Specialists. These updates will also be posted on the CG-121 website and the CG Central Webportal (reach this information by opening the 'Strategic Initiatives' menu item on the 'Our CG' page, then open the 'Civilian Payroll NFC Conversion' menu item).

Unfortunately, not all conversion problems are detectable by looking at the data and reports available to my staff. It is critical that employees promptly report any pay or leave issues to their local CSA or HR Specialist. Rest assured, we will continue to work all issues until satisfactorily resolved.

Regards,

RADM Kenneth T. Venuto
Ken Venuto

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